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May 8, 2013

Ms. Bobbi-Jo Panciera

Dear Ms Panciera

As you know, we have been approached by the CBC regarding the critical incident involving the inadvertent administration of incorrect medications to your grandmother, Alphonsine Winzoski in June 2011.

We do not normally do interviews on critical incidents because of the privileged nature of the investigations and the fact that it would involve the sharing of Personal Health Information.

As was discussed with you and other family members following the completion of our review, medications that had been ordered for another patient were inadvertently entered into your grandmother's medication record. As a result the wrong medications were administered on one occasion.

As we explained, it was possible, but not probable, that the error was the cause for your grandmother's admission to the ICU. The review team and our ICU physicians believe your grandmother's underlying medical issues were what required the more intensive care.

As a result of the review, improvements have now been made to the system to reduce the likelihood of such an error happening again.

I do want to take this opportunity to again apologize for the error and for stress that it caused your grandmother and your family.

Sincerely,

  
Henry Tessmann  
President & Chief Operating Officer